

## Annual service review

Name of Service: Limber Oak

The quality rating for this care home is:	two star good service								
The rating was made on:	2	6	0	2	2	0	0	9	

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

Has this annual service review changed our opinion of the service? No

You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:

Name of inspector:	Date of this annual service review:								
Kerry Kingston	1	3	0	1	2	0	1	0	

## Information about the service

Address of service:	Crookham Common Nr Newbury Berkshire RG19 8DH
Telephone number:	01635871213
Fax number:	01635871213
Email address:	mary.eales@btconnect.com
Provider web address:	

Name of registered provider(s):	Mrs Pamela Mary Eales
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Name of registered manager (if applicable):	Lyn Allen
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Conditions of registration:

Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65

learning disability	7	0
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Conditions of registration:

The maximum number of service users who can be accommodated is: 7

The registered person may provide the following category/ies of service only: Care home only - PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Learning disability - LD

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:

Date of last key inspection:	2	6	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service

Limber Oak is registered to provide accommodation and care for up to seven Service users who are aged between eighteen and sixty-five years and have a learning disability and some associated physical disability.

Limber Oak is a privately owned spacious split-level bungalow. The home is situated in

an unnamed country lane that has no through traffic. The grounds are extensive and include an orchard and an area of woodland. The property is not sign- posted on the main road and is difficult to find. The amenities of Thatcham and Newbury are a few miles away; there is a public house within walking distance. There is a bus service from the main road.

The fees are between £1,328 and £2,045 dependant on assessed needs. (As at February 2009)

## **Service update since the last key inspection or annual service review:**

What did we do for this annual service review?

We looked at the annual quality assurance assessment that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

We checked what the service has told us about things that have happened in the service, these are called notifications and are a legal requirement.

We looked at the previous key inspection report and the results of any other visits that we have made to the service in the last 12 months.

We looked at any relevant information, given to us by other organisations.

We looked to see if other people have told us anything about the service.

We spoke to the registered manager, Lyn Allen, of the home by telephone.

What has this told us about the service?

The home sent us their annual quality assurance assessment, when we asked for it. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing a good service.

The home continues to let us know about things that have happened since our last key inspection, for instance, if people have accidents. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

The AQAA noted that there have been several developments, some as a result of listening to the views of the people who use the service. These include everyone being provided with a 'photo diary' and two people having 'photo boards' so that people can see what activities they are going to do and improve communication between staff and residents, two people attend college each week, the completion of health action plans, some environmental improvements and recruitment of a full staff team so that the home do not have to use agency staff. The AQAA included developments that the home intend to pursue in the coming year, to enhance the lifestyle of those who live in the home. These include developing 'themed' activity days, adapting a bathroom so that it can be used, more comfortably, by all who live there and introducing a new medication that can be administered in a more dignified and less intrusive way (than the previous one.)

The AQAA reported that all Policies and Procedures are current and were reviewed in 2009.

The AQAA noted that 11 staff have left the service since the last inspection. The manager explained that this is an ongoing problem because of the location of the

home, a limited career path (because it is a small provider) and competition in the local area for carers. Only one agency staff member has been used since April 2009 and a full staff team is in place.

The manager confirmed that the requirements made by the fire officer in September 2009 have been complied with as have the requirements made by the Commission in February 2009.

The home reported that no complaints have been received by them and there have been no safeguarding incidents or concerns.

No information about complaints or safeguarding issues have been received by the Commission since the last inspection.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan, and will do a key inspection by the 26th February 2012.

However we can inspect the service at any time if we have concerns about the quality of the service or the safety of the people using the service.

## Reader Information

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